DEPARTMENT OF INFORMATION TECHNOLOGY
DESKTOP SUPPORT TECHNICIAN

Unit: Non Union   **Status:** Non-Exempt

Reporting To: IT Director

Base Wages: MS – 6, $47,661 to $60,308/year

Hours: 35 Hours per week, required to be available to respond to after-hours support of critical systems or for routine system maintenance.

Definition
The Desktop Support Technician is responsible for support, maintenance, and development within the town's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, upgrading, and documenting all PC hardware and related equipment in a timely and accurate fashion to ensure optimal workstation performance. The Technician is also responsible for basic system configuration such as active directory, email access, and remote access.

Essential Functions
Working under the direction of the Director of Information Technology, perform the following functions:
- Install, configure, and maintain desktop computers, peripheral equipment, and software within established standards and guidelines.
- Diagnosis problems identified by end-users, develop and implement solutions as appropriate or as guided to resolve problems. Using vendor support contacts and other resources diagnosis and resolve technical problems with desktop computing, peripheral equipment, and desktop software.
- Utilizing a support request/work ticket system, provide timely and respectful communication with end-users regarding their support requests, accurately and thoroughly document steps or actions taken and any additionally relevant information associated with request, resolve and close out support request tickets when the matter is resolved.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Train and orient town staff on use of hardware and software.
- Assess functional needs of end-users, develop and make recommendations for specifications for equipment and software purchases and improvements.
- Update and maintain inventories including computer inventory, surplus equipment inventory, and license inventories.
- Support testing and deployment of new applications and systems.
- Identify, propose, and assist with the implementation of policies, procedures, guidelines and standards that improve the effectiveness and efficiency of the Department.
- Manage and support phone system (with assistance from Systems Admin and outside vendor when needed).
- Complete basic tasks in Active Directory such as adding/removing users, changing passwords, renaming users, creating/deleting email accounts, and accounts for other business applications in cooperation with the IT Administrator.

Minimum Qualifications
- Associate's Degree in Computer Science or related field and 5 years of experience supporting end-users, or equivalent combination of education, certification or experience.
- Knowledge of computer hardware, including Dell Optiplex, Latitude and PowerEdge.

- Knowledge of desktop and server operating systems, including Windows XP, Vista, and Windows7.
- Experience with Active Directory including creating, maintaining, deleting users and groups.
- Experience with mobile device management. Support and troubleshooting.
- Solid understanding of corporate networks and connectivity between users and servers.
- Solid understanding of wireless technologies.
- Ability to respond to after-hours support needs for critical systems and routine system maintenance.
- Excellent verbal and written skills required.
- Ability to be self-motivating and independent, able to manage and prioritize workload with general direction from supervisors, ability to complete assignments and support-requests in a timely manner.
- Ability to be equally effective working on a team and working independently.
- Ability to learn and quickly comprehend new concepts with strong judgment and decision-making skills.

Job Environment

Work is generally performed inside a building. Work environment is characteristic of an office environment, with even walking surfaces. Noise levels vary and include telephone rings, sirens, intercom calls, and office environment noises. Exposure to protected information may exist.

Physical Requirements

The work is generally of an intellectual nature. While performing the functions of this job, the employee is required to stand and sit for prolonged periods. Frequently required use hands to finger, handle, or feel objects; reaches with hands and arms, bends, stoops, kneels, and/or crouches. Specific vision abilities required include close and medium distance vision and the ability to adjust focus. Must be able to hear normal sounds, distinguish sound as voice and communicate through human speech. Required to lift and carry equipment and supplies weighing up to 50 pounds. This position requires the ability to operate a keyboard, computer mouse, telephone, copier, and other standard office equipment.

EOE

To Apply:

Submit resume and cover letter to:

Town Manager's Office
Attn: Assistant Town Manager/Director of Human Resources
121 Glen Road
Wilmington, MA 01887

or via email at:
jobs@wilmingtonma.gov

If submitting by email please use "Position: Desktop Support Technician" in the subject line. Resume and cover letter may be attached as a PDF to the email. Please note, we will not reformat or fix formatting issues if sending electronically in a file type other than PDF.